

You Have Voice And Choice In Your Health Care Decisions



Voice: You are your best advocate. Speak up to ensure that you receive the medical and behavioral health services that you need. You are a vital part of a service delivery team and an equal partner in the planning and delivery of services



Choice: You have the right to request covered services and choose where to receive these services within your network.



Be Involved: You have a right to be actively involved in the service planning process. The plan focuses on you and your needs. You can ask your team about your covered service options.

AHCCCS is committed to ensuring the availability of timely, quality behavioral health care. If you or a loved one are enrolled in AHCCCS and are unable to access behavioral health services, or if you have a concern about the quality of care, please call the Member Services hotline for the health plan serving your area. If you have questions, or are unable to access services, please call AHCCCS Clinical Resolution Unit.

Visit your health plan's website to find the full list of available providers. If you need assistance finding the provider that is right for you, call your health plan.

BEHAVIORAL HEALTH PLANS

Mercy Maricopa Integrated Care

www.Mercymaricopa.org

Email: DCS@mercymaricopa.org

Member Services: 1-800-564-5465

Cenpatico Integrated Care

www.Cenpaticointegratedcareaz.com

Email: DCS@cenpatico.com

Member Services: 1-866-495-6738

Health Choice Integrated Care

www.Healthchoiceintegratedcare.com

Email: DCS@iasishealthcare.com

Member Services: 1-800-640-2123

UnitedHealthcare Community Plan CRS

www.Uhccommunityplan.com

Email: CRS_specialneeds@uhc.com

Member Services: 1-800-348-4058

AHCCCS

Clinical Resolution Unit

www.azahcccs.gov

Email: DCS@azahcccs.gov

Phone: 602-364-4558

In-State Toll Free: 1-800-867-5808